

03/23/2021 20:02 FAX

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Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov
Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

Individual Complaint FormDate*: 3/23/2021**Complainant or Legal Representative Information: * Required Fields**Name * Hardy King

Firm (if applicable)

Mailing Address * 501 Doncaster DrCity, State Zip * Irmo SC 29063

Phone *

E-mail hardyking@hardyking.comName of Utility Involved in Complaint: * Dominion Energy**Type of Complaint (check appropriate box below.) ***

- | | | | |
|---|--|--|---|
| <input checked="" type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input checked="" type="checkbox"/> Meter Issue | | |
| <input type="checkbox"/> Other (be specific) | | | |

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No Name of ORS Contact: Keisa

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

I have attached a letter to more thoroughly explain. Their meter went bad, replaced, incorrectly charged me (in my opinion) for past usage. Tried to work with SCEG/Dominion but no satisfactory resolution. They took charges out of my previous overpayments, which they could not have done if I had not overpaid my account \$10/month for a year or better.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Again, in my attached letter. That I pay \$58.54 shortage SCEG/Dominion pay the difference of \$58.96. Now after Dominion took the \$112.86 from my overage, that they credit me \$54.32 to my account.

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ ☒

Hardy King

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)
COUNTY OF Richland)

VERIFICATIONI, Hardy King

Complainant's Name *

verify that I have read my complaint filed on 3/23/2021

Date*

and know the contents thereof, and that said contents are true.

Hardy King

Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

| Processed By | Date |
|--------------|------|
| | |
| H.E. | |

Hardison King
501 Doncaster Dr
Irmo SC 29063

October 15, 2020

Earlier this year approximately March or April Dominion Energy knocked on our door informing us our gas meter was not working properly and they had to change it out. Which they did. On May 27th 2020 I received a letter from Dominion Energy. They had reviewed our account and identified a possible billing problem, and that they found our gas meter to be defective and that it had been resulted in an underbilling of our natural gas usage for 12 months. They estimated the billing error in the amount 117.50 plus applicable taxes for that year. They offered an option of paying it over a six-month period.

I was and have been for years under their equal billing option and had been paying somewhere in the \$25, \$27, \$30 amount for years. They had recalculated my bill in January of 2020 and readjusted it to \$10/month. Our kids have grown up and moved away, and I assume that had something to do with it. And also knew that there had been rate reductions do to the failed nuclear plant and Dominion Energy buying out SCE&G and were reducing rates because of those charges that would no longer be added to the bill. I had always paid the equal pay amount and also had accumulated a surplus in the account.

On June 3rd I called Dominion to discuss how they had recalculated the amount that I owed and why it took them a year to pick up on it. They had also recalculated my annual equal pay bill to \$10/month back in January based on six months of \$11/month usage, which to me they or their computer should have picked it up in January that something was wrong with the meter and the billing based on prior history at that time. The lady I spoke with on June 3rd said billing would call me back, and she would as well. Neither did. I called back on June 8 and spoke with someone else, who couldn't help and said Billing would have to call me back, and she would as well. She did call back, and informed me that Lori Lyles will call me back within 8 hours. A Lola Johnson called me back, said she would have to research it and call me back. Never heard anything back from her or Lori. My questions were:

- 1) a. How did they figure the \$117.50?
 b. They used 94 therms 7.8 per month
- 2) a. What dollar amount per therm did they use to calculate

b. Is that pre-rebate rate or current per therm rate?

3) That I would pay \$9.79/month x 7 months – which equaled \$58.54 for the 2019 improper billing and they would have to pay the January-June date since they let it slide in January when they did the billing, and should have picked it up at that time, and should be responsible for that amount.

I called back on June 15, 2020, the lady said she could not help, Billing would need to help. And Cindy Hux would call me Tuesday morning. She didn't. I called again on June 17th, had a long conversation with another lady, said would have Cindy Hux, supervisor of Billing, "after 1 pm today". She did call around 2:25pm left a message, I returned the call same date, didn't hear back from her. I made another call on June 19th, spoke with another lady, she made several attempts to get someone on the phone, was on hold for about 20 minutes., I spoke to ladies named Mia and Danielle in Billing, was only offered about \$100 in credit. She would have to have Cindy call me back as soon as Cindy got off her existing call. I called back on June 29, didn't get much help, spoke with lady named Cheryl, finally got to speak with Cindy Hux, not much help, gave me number to State Regulatory Department to file a complaint. On June 29 Cindy did email me a Gas Zero Usage Calculation showing what was used in 2018/19 and 2016/17 , average temperatures and the CCF Use. Showing how they calculated what they were estimating that I used in that 12 month period and what they were going to bill me for. They ended up charging me \$112.86 instead of the \$117.50 but it still was not a \$100 credit as Danielle had mentioned. That was back on June 24 when they charged me the \$112.86.

I am filing a complaint and asking that either my offer above of me paying \$67 of that \$112 and the rest be credited back to my account or I be credited \$100 back to my account as the lady in Billing said they could do.

I have enclosed copies of my bill, my equal payment, the calculation sheet from Dominion Energy, blah blah

[illegible]

03/23/2021 20:03 FAX

006

SERVICE FOR

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525

ACCOUNT NUMBER

Page 1 of 4

DATE DUE

No Payment Due

AMOUNT DUE
\$0.00CUSTOMER SERVICE 1-800-251-7234
7am - 9pm, Monday - FridayEMERGENCY SERVICE 1-888-333-4465
24 HOURS A DAY
Gas leaks, downed lines or power outagesJUNE STATEMENT GENERATED ON:
Jun 24 2020

Dominion Energy South Carolina

DominionEnergySC.com

BUDGET BILLING SUMMARY

| | |
|--------------------------------------|---------|
| Previous Bill Amount | \$20.00 |
| ePayment Received 05/22/20 THANK YOU | -10.00 |
| ePayment Received 06/19/20 THANK YOU | -20.00 |
| Current Budget Billing Amount | 10.00 |

Amount Due \$0.00

CURRENT ACCOUNT BALANCE

Please refer to the Budget Billing Statement for details.

\$32.37

SUMMARY OF CURRENT CHARGES

| | |
|------------------------------|-----------------|
| Gas Charges | \$22.52 |
| Billing Charges & Credits | 112.86 |
| Total Current Charges | \$135.38 |

Gas Usage History - Therms



| | Jun 19 | Jun 20 |
|------------------------|---------|---------|
| Therms used | 7 | 10 |
| Days in billing period | 29 | 31 |
| Cost | \$18.79 | \$22.52 |

For a complete set of tools to analyze your usage, log on to DominionEnergySC.com.

! We encourage you to continue to pay your bill as you normally would, if able. This will help you avoid a larger balance later. We have suspended disconnects for non-payment, until further notice, as well as late payment charges.

For everyone's safety, and to avoid potential mail delays, we ask customers who pay bills in person or through the mail to choose one of the other options we provide, including free online payment from your bank account, payments via credit or debit card, or automatic bank draft. We also encourage use of our 24/7 online digital tools and automated phone option for routine self-service, payments and billing information, as call wait times may be longer than usual.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

Dominion Energy
South Carolina

ACCOUNT NUMBER

DATE DUE

No Payment Due

AMOUNT DUE

\$0.00

EILEEN R KING
501 DONCASTER DR
IRMO SC 29063-2525PO Box 100255
Columbia, SC 29202-3255

ACCEPTED FOR PROCESSING - b021 March 26 12:19 PM - SCS-PSC - 2021-11-1-E - Page 5 of 7



03/23/2021 20:03 FAX

007

CUSTOMER SERVICE

ACCOUNT NUMBER

Page 2 of 4

1-800-251-7234

STATEMENT DATE

DATE DUE

AMOUNT DUE

Jun 24 2020

No Payment Due

\$0.00

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit DominionEnergySC.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, 24 hours a day, to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office:

FLORA ST CUSTOMER SERVICE OFFICE,
1213 FLORA ST, COLUMBIA SC 29201

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not Dominion Energy authorized payment locations. While these unauthorized locations may accept your Dominion Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching us.

CURRENT CHARGES**Gas Charges****RATE PLAN**

32S - Res Standard Ser

METER READING

Gas Meter read on 06/22/20 at 10:18 am
(Next scheduled read date 7/23/20)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|-------------------|------|---------|----------|----------|-------------|------------|----------------|
| 001264407 | 05/22/20-06/22/20 | 31 | 10 | 0 | 1 | 10 | 1.0290 | 10.29 |
| Basic Facilities Charge | | | | | | | | 10.29 |
| Base - 10 Therms X \$ 1.075320 | | | | | | | | 10.75 |
| Franchise Fee 4.00% Paid To The Town Of Irmo | | | | | | | | 0.88 |
| Total Gas Charges | | | | | | | | \$22.92 |

Billing Charges & Credits

| | |
|--|-----------------|
| Estimated Usage Due to Stopped Meter | 112.86 |
| Total Billing Charges & Credits | \$112.86 |

Our customer service department will be closed Friday, July 3, in observance of Independence Day. You can make payments and payment arrangements anytime at DominionEnergySC.com. For electric and gas emergencies, call 1-888-333-4465.

If you have fallen behind on your bill, it is important to set up a payment arrangement. We're here to help. Please check your bill statement (paper or online) for a possible payment arrangement and the details of the plan. If you need to contact us directly about your bill or the arrangement offered, please call 1-800-251-7234.

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

03/23/2021 20:03 FAX

008

CUSTOMER SERVICE

ACCOUNT NUMBER 008 4 of 4

1-800-251-7234

STATEMENT DATE

DATE DUE

AMOUNT DUE

Jun 24 2020

No Payment Due

\$0.00

How the Budget Billing Plan Works

Budget Billing is conveniently designed for you to pay the same amount each month for 12 consecutive months. Changes to the monthly Budget Billing amount may be made during the year if rate changes occur, if you add additional services to your account, or if your actual usage changes significantly.

An annual adjustment is scheduled after you have received 12 monthly bills. At this time, your Budget Billing amount is recalculated based on your actual energy charges over the previous 12 months and the projected cost of energy over the next 12 months. Your payments and charges are then reconciled. If the total of your payments is not enough to cover your actual charges for the previous year (you owe us), you will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If your payments are more than your actual charges (we owe you), the credit balance will be applied toward the recalculation of your new Budget Billing amount.

Budget Billing payments must be made in full by the due date to avoid a late payment charge of 1.5% of the outstanding billed and unpaid balance and/or being removed from the Budget Billing Plan.

Please call us if you have any questions. Thank you for choosing the Budget Billing Plan.

BUDGET BILLING STATEMENT

The table below recaps your Budget Billing activity (including actual charges and Budget Billing payments) since the beginning of your current Budget Billing plan. If you have any questions, please give us a call.

| Month | | Electric & Gas Charges | + Installments | + Other Charges & Credits | = Total Charges | - Payments/ Adjustments | = Account Balance |
|--------------------|----|---------------------------|----------------|------------------------------|--------------------|----------------------------|----------------------|
| Account Balance at | | Annual Adjustment | | | | -97.47 | -97.47 |
| Feb | 20 | 11.34 | 0.00 | 0.00 | 11.34 | -10.00 | -96.13 |
| Mar | 20 | 11.34 | 0.00 | 0.00 | 11.34 | -10.00 | -94.79 |
| Apr | 20 | 11.34 | 0.00 | 0.00 | 11.34 | 0.00 | -83.45 |
| May | 20 | 11.34 | 0.00 | 0.00 | 11.34 | -30.00 | -102.11 |
| Jun | 20 | 134.48 | 0.00 | 0.00 | 134.48 | 0.00 | 32.37 |
| Total | | 179.84 | \$0.00 | 0.00 | 179.84 | -147.47 | |

Current Account Balance \$32.37

Your Budget Billing account is scheduled for annual adjustment during the month of January 2021.

